

# The Connection

Kennebec Telephone Co., Inc.

Volume 10 Issue 1  
January 2015

## Manager's Moment Chris Zirpel

As the reminder on my computer kept popping up saying this article is due, I found myself having a hard time deciding what to write about. I've already written articles about the billing software change and our different payment options, so what else is there? I won't sugarcoat it, the accounting world lacks excitement. Other departments within our company get to install security systems, wire power to grain bins, work on vehicles, etc. In my department, we get to create and pay bills, crunch numbers, complete government filings, submit reports, crunch more numbers, have a conference call (about numbers), complete more filings, and then crunch more numbers. Now, I'm making it sound worse than it actually is, but nobody wants to hear about equity

ratios or accumulated depreciation. So what else can I talk about? Well, the answer to that question is you, our customers! You are the reason this company is here. You are the reason we have 30+ employees working every day and you are the ones giving me all those numbers to crunch. So, I just wanted to take this time to say thank you to everyone that has given us the opportunity to work for them. Thank you for putting your trust in our employees, whether it's to fix your computer or trench in a waterline. We appreciate your business and look forward to many more opportunities to work for you. Have a Safe and Happy New Year and again.....THANK YOU!

Chris Zirpel  
Office Manager



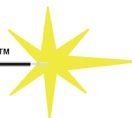
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Was your name Drawn?  
Find out on Page 4!



The companies of  
Kennebec Telephone will be closed on  
Monday, January 19.  
If you need assistance, call 869-2424

  
KENNEBEC TELEPHONE CO., INC.™



**While our front  
office is under  
construction,  
please use the  
"alley" entrance  
on the east end  
of the building.  
Thank You!**

  
KENNEBEC TELEPHONE CO., INC.™





# The Lifeline Program... Do you Qualify?

Kennebec Telephone Company, Inc. provides basic and enhanced telecommunications services within its service area. Basic services are offered at the following rates:

Single Party Residence Service	\$16.00/month
Single Party Res/Ag Service	\$18.00/month
Single Party Business Service	\$25.00/month

Local residence and business service includes:

- Voice grade access to the public telephone network
- Single-party flat-rated local service free of per minute charges
- Dual tone multi-frequency signaling (touch-tone) service
- Access to directory assistance service
- Access to other operator services
- Access to 911 emergency services
- Access to interexchange (long distance) services
- Toll limitation for qualifying low-income consumers

Lifeline Telephone Assistance Programs are available for qualifying subscribers. These programs provide a monthly service discount on telephone service. Toll blocking at no charge and reduced deposits are also available with the Lifeline Program.

To qualify for Lifeline, subscribers must either have a household income that is at or below 135 percent of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Medicaid
- Federal Public Housing Assistance (Section 8)
- Low Income Housing Energy Assistance (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Aid to Needy Families (TANF)
- National School Lunch Program Free

Take a moment to see if you may qualify for this program. Stop by the office, or ask us to send an enrollment form out to you. We will need to physically check documentation of benefits before the enrollment form can be processed.

-Supplemental Security Income (SSI)

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Kennebec Telephone Company, Inc.'s voice service is a Lifeline-supported service. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. Lifeline recipients are required to recertify their eligibility every year. The Lifeline program is limited to one benefit per household, consisting of either wire line or wireless service. A household is defined, for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

The basic services described above are offered to all consumers in Kennebec Telephone's service area. If you have any questions regarding telecommunications services, please call Kennebec Telephone's office at (605) 869-2220

# The Name Game

It's that time of the year again! New year means new phone directories coming out soon! A great time to check on how you would like to have your listing appear in both the local directory that we publish and in the CenturyLink phone book.

Would you prefer an unlisted number? Keep in mind that unlisted numbers are charged \$3 per month. Every phone line that is installed is entered into the directory database and the E911 database. So that when you dial 911 and the call

is sent to dispatch, the attendant knows where to send the emergency vehicles.

And this might also be a good time to remind everyone that if your name is not on the account, we are by law, forbidden to give out information on the account. So if you are the Missus and only the Mister's name is on the account, you can't even ask how much is owed on the account!

So take a minute to check out your listing. If you find it needs changing, give us a call before January 15th.

## WIRE MAINTENANCE

Wire maintenance is an optional feature that is available through Kennebec Telephone Company. Many of us have had it on our lines for years, and really not thought anything of it. But for only a few dollars per month, wire maintenance may save you some money in the long run. But what does it cover, I asked my esteemed supervisor. How much do you want to know? Phone wire maintenance includes material and labor from the "demark" to the jack in your home. So if there is a problem with the phone line between that grey box hanging on your house (demark) and the jack inside, wire maintenance will cover material and labor to fix the problem.

If you are like me, sometimes it's easier to know what it does not cover. Let's say you are moving

furniture around and decide you want a phone jack on the other end of the room. That would not be covered by your wire maintenance. However, if you were moving the furniture and damaged the existing jack, wire maintenance would cover the replacement of that jack. Also, faulty equipment causing a problem in the jack or the wiring would not be covered. But say you had a mouse chew through a wire in your crawl space, that would be covered. Wire maintenance costs only \$3 per month for the first building covered, and an additional \$1 per building to cover your barn or your shop if you have a phone line there. Wire maintenance is also available for your Cable TV at \$3 per month. Give us a call if you have any questions regarding Wire Maintenance or any other products.

## Here's a great FREE App!



How many times have you been in charge of an event that requires making dozens of phone calls, sending loads of emails, or just plain tracking people down to work on a project, bring treats, sell tickets, etc, etc? How would you like to get your event staffed with just one set up?

SignUpGenius simplifies the process of coordinating events and people by providing free

online sign ups for individuals and organizations. Whether a group needs to schedule parent teacher conferences, host a wrestling tournament, or raise funds for a nonprofit, SignUpGenius is a one stop solution that does away with the need for paper sign ups, "reply all" emails, and phone trees.

And the best part is that it is free! As with other apps you will likely be offered an upgraded version for a price. But try out the free version for your next event and find out just how easy it is to use.

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## Employee Spotlight On Tiarra Bowar



This month we shine the spotlight on Tiarra Bowar, who has worked for Kennebec Telephone since 2003.

Tiarra is the daughter of Rod & Donna Bowar and grew up in Kennebec with her brothers Lady & Troy Christensen, and Chaz Bowar.

After graduating from Lyman in 2010, Tiarra attended Black Hills Beauty College in Rapid City. Other than KTCI, she has several families that she babysits for throughout the community.

Tiarra began working for KTCI part time while she was in Middle School and High School; she has worked in Construction, Warehouse, Billing, and currently in the CSR/Marketing position.

Tiarra says her favorite memories of her tenure at Kennebec Telephone would include the 100 Year anniversary celebration and having worked in several different positions in the company.

Tiarra's interest include fishing, four-wheeling, and scrapbooking.

## Thank You for Stopping in to Visit during the Holiday Open Houses!



Here are the KTCI  
Holiday Open house drawing  
winners:

**Kennebec:**

Riley Frank



Carol Sundall



**Presho:**

Bella Busch



Nicole Husman

